


09/858105

05/15/01

| ISSUE CLASSIFICATION |          |
|----------------------|----------|
| Class                | Subclass |
|                      |          |

PATENT NUMBER

U.S. **UTILITY** Patent Application

|   |             |
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| <br>O.I.P.E.<br>SCANNED <u>11-3</u> Q.A. <u>Am</u> | PATENT DATE |
|---|-------------|

|                              |            |                     |                |                  |                      |
|------------------------------|------------|---------------------|----------------|------------------|----------------------|
| APPLICATION NO.<br>09/858105 | CONT/PRIOR | CLASS<br>705<br>711 | SUBCLASS<br>25 | ART UNIT<br>2161 | EXAMINER<br>Manoskey |
|------------------------------|------------|---------------------|----------------|------------------|----------------------|

Hariharakrishnan Mannarsamy

## Helpdesk system and method

## APPLICANTS

**TITLE**

**ISSUING CLASSIFICATION**

| ISSUING CLASSIFICATION       |   |          |                    |                                   |    |    |  |  |  |  |
|------------------------------|---|----------|--------------------|-----------------------------------|----|----|--|--|--|--|
| ORIGINAL                     |   |          | CROSS REFERENCE(S) |                                   |    |    |  |  |  |  |
| CLASS                        |   | SUBCLASS | CLASS              | SUBCLASS (ONE SUBCLASS PER BLOCK) |    |    |  |  |  |  |
| 714                          |   | 25       | 714                | 26                                | 33 | 57 |  |  |  |  |
| INTERNATIONAL CLASSIFICATION |   |          | 705                | 16                                |    |    |  |  |  |  |
| 6                            | 0 | 6        | F                  | 11/00                             |    |    |  |  |  |  |
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|---|--|-------------------------|------------------------|-----------------------------------|----------------------------------|
| <input type="checkbox"/> <b>TERMINAL<br/>DISCLAIMER</b>   | <b>DRAWINGS</b>  |                         |                        | <b>CLAIMS ALLOWED</b>             |                                  |
|   | Sheets Drwg.<br><u>2</u>   | Figs. Drwg.<br><u>4</u> | Print Fig.<br><u>2</u> | Total Claims<br><u>10</u>         | Print Claim for O.G.<br><u>1</u> |
| <input type="checkbox"/> The term of this patent subsequent to _____ (date) has been disclaimed.                      | <u>Joseph D. Murphy</u> <u>8/4/09</u><br>(Assistant Examiner) (Date)   |                         |                        | <b>NOTICE OF ALLOWANCE MAILED</b> |                                  |
|   | <u>Robert W. Beausoliel</u><br><b>ROBERT BEAUSOLIEL</b><br><b>SUPERVISORY PATENT EXAMINER</b><br><b>TECHNOLOGY CENTER 2100</b><br><u>8/5/04</u><br>(Primary Examiner) (Date) |                         |                        | <u>9/11/05</u>                    |                                  |
| <input type="checkbox"/> The term of this patent shall not extend beyond the expiration date of U.S Patent. No. _____ |  |                         |                        | <b>ISSUE FEE</b>                  |                                  |
|   |  |                         |                        | Amount Due<br><u>\$1400.00</u>    | Date Paid                        |
| <input type="checkbox"/> The terminal _____ months of this patent have been disclaimed.                               |  |                         |                        | <b>ISSUE BATCH NUMBER</b>         |                                  |
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